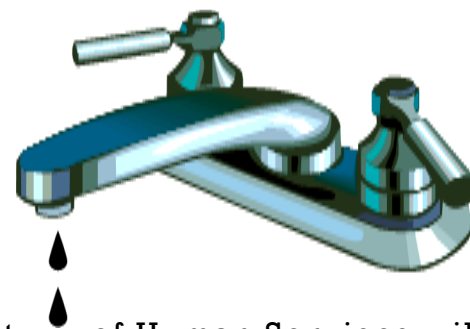


EMERGENCY UTILITY (WATER) PAYMENT PROGRAM

The City of Norfolk's Emergency Utility Water Payment Program helps eligible residents avoid disruption of service.



Effective December 1, 2015, the Norfolk Department of Human Services will provide a one-time payment to help low income households prevent the disconnection of water due to non-payment, and to maintain a safe and healthy environment for Norfolk Households who meet eligibility requirements.

PROGRAM CONDITIONS

- ◆ Up to \$250 per fiscal year will be paid in the form of a non-refundable payment to Hampton Roads Utility Billing Service (HRUBS) on your behalf.
- ◆ Arrears must not exceed \$400.
- ◆ You must satisfy the outstanding water payment amount above \$250.

Household Size	Annual Income
1	up to \$39,700
2	up to \$45,400
3	up to \$51,050
4	up to \$56,700
5	up to \$61,250
6	up to \$65,800
7	up to \$70,350
8	up to \$74,850

TO QUALIFY, YOU MUST HAVE:

- ◆ Water services in Norfolk.
- ◆ A copy of utility bill statement showing a shut off notice or arrear payments notification.
- ◆ All household Income must be verified.

APPLICATIONS

are available at any Department of Human Services location, and the Department of Utilities, call

757-664-6035

Or download an application at
www.norfolk.gov/humanservices

A full disclosure of your information and attaching your verifications will speed up the process.